



Executive Office

SBC Midwest  
220 N. Meridian Street  
Room 861  
Indianapolis, IN 46204

October 11, 2005

Carol Grant **Hall**  
7610 S. Ridgeland Av.  
Chicago, IL 60649

Re: 773-768-4557-818

Dear Ms. Grant **Hall**:

This letter is in response to our conversation on October 6, 2005, regarding the issue of blocking toll.

**SBC** Long Distance does **not** offer international blocking at this time. Your local service provider, **SBC** Illinois, ("**SBC**") has the means to block international calls by a complete toll restriction or activating **Call Control** service properly. **SBC** Long Distance and **SBC** local service are two separate entities.

In order to block international and directory assistance calls with **Call Control all calls** must be blocked. Since it cannot be determined why the **Call Control** service didn't block either of these, I have issued credit for the monthly rate for **Call Control** for 45 days (\$14.05). This timeframe is from the date **Call Control** was added to your line to the date your service was disconnected.

Please contact **SBC** Long Distance Regulatory with any further concerns regarding **your** request for credit for international calls. They can be reached at 1-800-704-1465

To make payment arrangements on your account, please contact **SBC** Executive Office for Final Accounts at 1-888-300-0415.

Sincerely,

  
Annelle Rago  
SBC Executive Office  
Executive Assistant

Cc: Illinois Commerce Commission

AIR: ar

Why am I paying \$7.95 a month for a service called -call control to block and enable long distance and information calls (per SBC Staff description). And – after paying for this service long distance and 41 1 calls were bill to my home phone! No one could answer this question! In fact they no longer offer the service “call control” .

These calls are unfairly charge and I need these calls removed from my bill.

Past history of request:

I've called SBC in February, inquiring about phone blocks so that this would not happen to me. In March with recommendations from SBC staff I changed my services. The choice left me without toll calls. I call back again explaining to the representative that, I need toll calls and state to state long distance but no international calls. Again I changed my plan from their recommendation. In fact I've changed my plan 3-4 times following SBC staff instructions.

I had the translators talk with the students about my phone, they all had obtain calling cards and showed them to us. We could not figure out why the bill was still coming in high. In March I received another large billed, this time it was suggested that I put a block on my phone for \$7.95 (and I did, again following the recommendation of the staff person. In April I was informed that the block did work (we called the block # to verify and it register that the block was in place) and the students were still using calling cards.

It was suggested that some phone cards have surcharges. What is a surcharge and how can that affect my phone bill? I never gave permission for them to bill me home number. In April I change my service again with the recommendation of the staff. In fact someone change my plan without my permission, and made the statement that that was better for me!!! I informed them that I didn't want a international plan that I would be responsible for paying, but they choose to put it on my account anyway, I was informed.

In May and June I talked with another SBC staff person, we checked to insure the \$7.95 dollars call control was working, again we called the block # to verify and it register that the block was in place), but I received another large bill.

Then I was informed that they could be going on web sites that could charge my phone bill is this true too?

You can reach me at 773-488-2004 ex 26 between 9-5 pm. Thank you.

Carole Grant Hall

